URBAN/MUNICIPAL
CA6 A61
A56
1991

NEW LIVES START HERE

FOCUS ON ABILITY

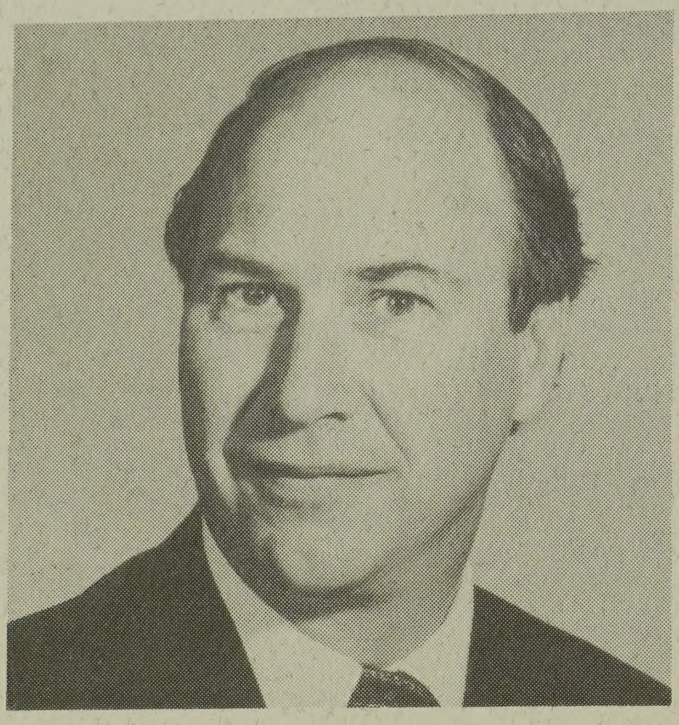
1990/91 ANNUAL REPORT
AMITY
GOODWILL INDUSTRIES

Rose Butineau, a Payroll Clerk in Amity's Finance Department says, "Amity has taught me I can do it."

RECYCLED PAPER

Amity Goodwill Industries is a private, non-profit organization. Its mission is to enrich our community by providing vocational rehabilitation programs and services to assist adults challenged by disabilities and special needs to achieve maximum employability, community participation, and self-fulfillment.

Amity began in 1935 and is now a member of Goodwill Industries of Ameria, part of a network of 178 autonomous, community-based Goodwill agencies located throughout Canada and the United States. Goodwill Industries is the leading non-profit provider of work training and employment services for people with disabilities.



MESSAGE FROM THE CHAIRMAN OF THE BOARD

During the past year your Board of Directors has worked actively with management to better define our goals, clarify and effectively implement policies, and monitor performance of Amity. Board members and management are very pleased that our efforts have resulted in an improved quality of service to people with disabilities as well as improved operating results.

We surpassed our budgeted objectives and restored the funds borrowed from our reserve account to implement capital improvements before funds from our recent capital campaign were received. These funds have enabled us to provide improved services to people with disabilities as well as to operate more cost effectively.

Members of our Board are very pleased with the effort made by all Amity employees during the past two and one half years to reverse financial difficulties experienced in 1988. The Board authorized an Employee Appreciation Dinner to both recognize and thank all members of Amity staff for the substantial over-achievement of our objectives in the year just ended. Many of our Board Members were present to act as hosts and hostesses.

We are very pleased with the development of the Ability Group (see separate item).

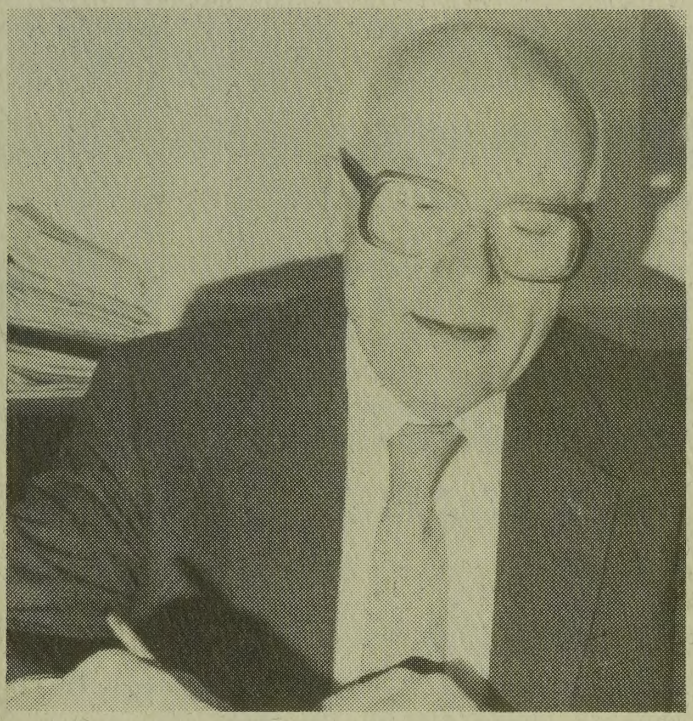
Our Board of Directors is committed to the continuing enhancement of services to people with disabilities.

D. Ross McCrimmon
Chairman of the Board

VIDEO FOR YOU

Amity Goodwill Industries has an award-winning video presentation available for viewing in Beta or VHS video and 16mm sound movie film.

The video was professionally written by Ross Robinson, a member of Amity's Board of Directors who is totally blind and tells the story of Amity in a very entertaining and positive way. Professionally filmed and edited by "Hill's" Video Division, it features the late Tom Cherington as narrator and features a special song written and performed by Anthem's recording artists...SPOONS. Call 526-8481 ext. 251 for further information



MESSAGE FROM THE PRESIDENT & EXECUTIVE DIR.

The past year has been a very good one in terms of our services to people as well as our financial accomplishments.

Collection and production of used goods have been enhanced by the continuing improvement of our Attended Donation Centre system and improved handling methods.

Our retail stores rose to new heights of performance. Quality goods, new strategies in advertising, and very effective layout, display and customer service made it possible to enjoy a 13% increase in retail sales.

We recently opened a new retail store in Burlington. The space was made possible through a generous donation by the property owner.

Amity Goodwill Industries reuse and recycling activities continue to reduce the amount of materials that would otherwise go to landfill.

With the development of the Ability Group concept (see separate item) Amity absorbed 12 people from the Ontario March of Dimes. The smooth transfer was very much to the credit of all involved.

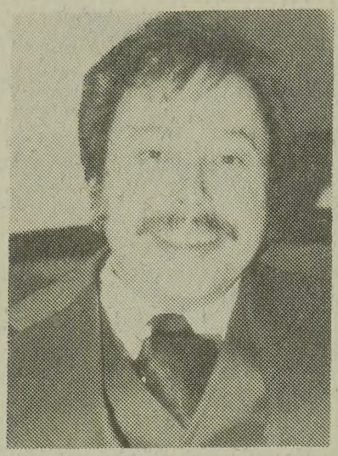
Special thanks are due to all of our workers who continue to put forth their best efforts, and to our management group and Board of Directors for their continuing leadership.

We look forward to the upcoming year with eager anticipation as we continue to find new and better ways to serve our community

Doug Wallace

DOUG WALLACE
PRESIDENT & EXECUTIVE DIRECTOR

PEOPLE WITH DISABILITIES BUILDING ON ABILITIES



PETER STREET AWARD

The Peter Street Inspiration Award is given in honour of Amity's former Director of Community Relations, and recognizes someone who has inspired others to overcome their disability through their lifestyle. **Ron Barton**, a senior counsellor at Native Horizons, serves as a terrific roll model ... determined to succeed, yet congenial and easy to work with.

MEMBERS OF THE BOARD

OFFICERS

PATRON & HON. CHMN. OF THE BOARD	T.H.L. Gallagher
CHAIRMAN	D. Ross McCrimmon
1st VICE CHAIRMAN	Rollie A. Steed
SECRETARY	Eleanor B. Morrow

DIRECTORS

Glenn Agro, F.C.A.
Dr. Ivan Bracalenti
R.E. (Ted) Capstick
Roy W. Clark
Larry D. Hall
Peter L. Hill
Dorothy Lambeth
Kim MacDonald, C.A.
Kenneth W. O'Neal
Paul H. Philp
W. Ross Robinson

COMMITTEE MEMBERS

Warren Beck
Fred T. Brooks
Ernie Feher
B.W. Gillespie
John H. Moore
Maureen Moore
Rose Stricker

ST. CATHARINES BOARD OF MGMT.

Douglas Horner
Dr. J. Armstrong
Herb Carley
Linda Dillon
Alan Holmes
James House
Phyllis Kerkhoven
Heather Richardson
Gary Smith
Don Taylor
Gary Black, ADVISOR
Tom Lewis, ADVISOR
Ross Simmons, ADVISOR

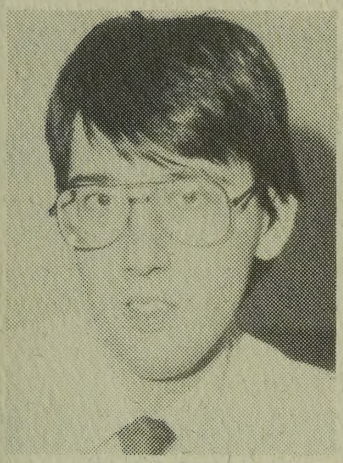
HONOURARY DIRECTORS

Gerry W. Brown
Richard T. Hamel
Dorothy Cauley
George J. House
Dr. Mary Purdy
J.L. Eckebrecht
Alfred R. Oliver

MANAGEMENT TEAM

President & Executive Director ..... Doug Wallace
Assistant Executive Director ..... Peter McDonald
Director of Sales ..... Jacqueline Bertrand
Director of Community Relations ..... Terry Horne
Director of Rehabilitation ..... Sally Lewis
Director of Finance & Administration ..... Bob McKinnell
Director of Volunteer Services ..... Stephanie Perozak
Director of Operations ..... Art Tetreault
Executive Secretary ..... Joyce Stewart

LEADERSHIP FOR NEW CHALLENGE



JOHN JOHNSTON AWARD

The John Johnston Worker of the Year Award, in memory of a former Amity employee, is given to a current Amity worker whose personal developments have helped them achieve success in their work and life. **Steven Cuk** has made tremendous strides in communicating and interacting with others in a work setting and we salute his achievements.

STATEMENT OF OPERATING REVENUE, EXPENSE AND SUPPORT FOR THE YEAR ENDING MARCH 31, 1991

GOODWILL RECEIVED FROM THE COMMUNITY (REVENUE)

Sales and Salvage	3,416,036
Rehabilitation Fees	71,405
Provincial Operating Grant	904,700
United Way	19,884
Contracts and Janitorial Services	170,433
Interest & Miscellaneous Income	29,487
Food Services	62,800
TOTAL OPERATING INCOME	$4,674,745

GOODWILL GAVE BACK TO THE COMMUNITY (EXPENSES)

To Tell the Goodwill Story	161,967
To Collect Donated Goods	785,967
To Process Donated Goods	783,153
To Sell Reconstituted Merchandise	1,204,019
To Provide Contracts and Janitorial Services	230,110
To Provide Rehabilitation Services	260,885
To Provide Food Services	109,558
To Provide Volunteer Services	28,400
To Provide Support Services	663,943
To Maintain Facilities	280,035
TOTAL OPERATING EXPENSE	$4,508,037
EXCESS OF OPERATING EXPENSE OVER REVENUE	$ 166,708

PUBLIC SUPPORT FOR CAPITAL NEEDS

Contributions, Bequests and Pledges	$ 305,872

BALANCE SHEET MARCH 31, 1991

ASSETS

Current Assets:	
Cash on Hand and Term Deposits	433,884
Trust Fund	92,662
Accounts Receivable	414,954
Prepaid Expenses	47,024
Purchased Inventory	37,930
	$1,026,454
Fixed Assets (Net Book Value)	$2,137,251
TOTAL ASSETS	$3,163,705

LIABILITIES

Accounts Payable and Accrued Liabilities	$ 278,061
Vacation Entitlements	156,473
Deferred Revenue	24,525
	$ 459,059

EQUITY

Appropriated	331,500
Unappropriated	143,233
Amity Goodwill Trust Fund	92,662
Capital Fund (Fixed Assets)	2,137,251
	$2,704,646
	$3,163,705

INVESTMENT IN PEOPLE

EMPLOYER OF THE YEAR

Employer of the Year recognizes the contribution an employer in the Hamilton area has made in helping Amity workers achieve competitive employment. 1990's award is accepted by **Joyce Kimmons for the Hamilton Parking Authority**, who have readily assisted Amity by giving clients a chance at working in the community while providing needed support.

WE'RE IN THE PEOPLE BUSINESS

TOTAL AMITY WORKFORCE

Salary/hourly rated	190
Extended Term Workers	94
Trainees	25
Volunteers	85
Community Service Order/ Fine Option Programme	16
Co-op Students	5
AMITY WORKFORCE	415

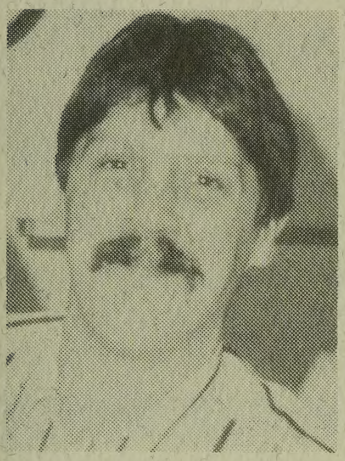
TRAINING PROGRAMMES

Total number who entered programmes	181
Already in programme as of March 31, 1990	25
Went on to other programming at Amity	42
Joined Amity's Workforce	19
External Employer Assessment and Placement	16
Presently on Programming	27

Further analysis of participation in our rehabilitation programmes shows that the following number of clients were served in each of the programmes:

Evaluation Unit/Functional Abilities Evaluations	51
Phase-In Program	53
Situational Assessment	51
Work Adjustment Training	16
Supported Transitional Employment Program	10
	181

SHAPING FUTURES THROUGH



GRADUATE OF THE YEAR

Graduate of the Year is given for outstanding accomplishments by a disabled or disadvantaged person who has graduated from Amity into competitive employment. **Bill Hind** was assessed and eventually hired at Beaver Lumber, where he continues to excel at his job.

WORKING TOGETHER: A COMMUNITY EFFORT

This past year has been a year of working together – working together with others – referring agencies, service providers, trainers – to achieve the primary goal of rehabilitation, i.e., helping people reach their potential.

Some examples of this goal in action include: a joint effort amongst Vocational Rehabilitation Services, Woodview Manor, Fletcher, George & Associates and Amity's Rehabilitation and Operations staff to assist three autistic youths to adapt to the workplace. All three have been extremely successful in their area of expertise.

Another example of combining a variety of services has been the development of our Multi-Service Program which requires coordinated efforts of the referring agency (WCB), our occupational therapist, our pain control specialist and the Amity Rehabilitation staff. This service, coordinated by the Amity Rehabilitation Department, allows for multiple service delivery for the client from one location.

Another exciting new program, funded by the Ministry of Education, combines the Hamilton and District Literacy Council and Amity Goodwill Industries in joint delivery of Literacy Training on site at Amity. Wendy McDougall from the Literacy Council and Sheila McIntyre of our Rehabilitation Department are working together to provide 25 Amity workers with tutors. The tutors will work on a one-to-one basis teaching the workers reading skills.

Working with the Industy-Education Council has led to an inter-agency effort with the PATH Employment Agency and Amity Goodwill Industries. Together staff from both agencies will be working to match clients from Amity Goodwill Industries with jobs in the community.

In addition to all these new endeavours the Amity Rehabilitation Department continues to pursue working together in a number of other ways: working with Hamilton-Wentworth Family Services to provide Life Skills training; the Canadian Hearing Society to provide American Sign Language courses on site at Amity; and with a variety of guest speakers who regularly give their time to train and educate Amity staff.

RAINING AND REHABILITATION

EVELYN PRINCE AWARD

The Evelyn Prince Award is given to an individual who demonstrates the outstanding characteristics of former Amity worker Evelyn Prince in serving the public in a manner beyond required work expectations. **Jennifer Taylor's** enthusiasm and total dedication have earned her this year's honours.

EASTGATE & LIMERIDGE - HIGH PROFILE TRAILER LOCATIONS

Amity Goodwill Industries would like to extend its appreciation to Cadillac-Fairview for providing high-traffic locations for two attended donation trailers. One of these trailers is now located at Eastgate Square behind Robinson's on Queenston Road and the other is at Limeridge Mall near the corner of Limeridge Road and Upper Wentworth.

Attended donation trailers and deposit boxes are the lifeblood of Amity's $3 million per year retail activity ... the primary source of Amity's income which enables us to be more than 80% self-sustaining. We need these donated goods so that they can be processed for resale and help Amity provide employment for people with disabilities who work and learn at Amity every day.

Your donated items also help divert more than six million pounds of material from regional landfill sites ... a simple way to do your part for the environment.

ATTENDED DONATION TRAILER LOCATIONS

OAKVILLE

- Trafalgar Village Mall QEW & Trafalgar Rd.

BURLINGTON

- Appleby Mall – New Street & Appleby Line
- IGA - Upper Brant Plaza Brant & Upper Middle Rd.
- The Barn Fruit Market 2075 Fairview Drive

HAMILTON

- Sears – Centre Mall
- Eastgate Square Behind Robinsons on Queenston Road
- Drug World – Mohawk Plaza, Upper James and Mohawk Road
- Limeridge Mall Upper Wentworth and Limeridge

DUNDAS

- Miracle Mart (rear) University Plaza

GRIMSBY

- On Victoria Street opposite the Licence Bureau

ST. CATHARINES

- Fairview Mall 385 Geneva Street

DONATED GOODS AND RETAIL

AMITY ANNUAL AWARD

This award recognizes very special inspiration and/or service on behalf of disabled people in our community. **Jean Sibley and Effie York** have been instrumental in making Westdale United Church accessible by spearheading a campaign to raise funds for a new elevator, thus improving availability of vital community services and activities to people at many levels of physical ability.

DOUG NASH GIVES RENT-FREE AMITY STORE IN BURLINGTON

Photo left to right, Doug Wallace, executive director of Amity, Burlington Mayor Roly Bird and real estate owner Doug Nash at the opening of Amity's new Mix 'N Match retail outlet located at 2014 Victoria Ave nue (just east of Brant Street) in Burlington.

Thanks to the kind generosity of Doug Nash, the owner of a commercial real estate firm in Hamilton, the retail store space has been made available rent free for Amity's use for the next five years.

Amity's six retail outlets generate $3 million in sales annually. Besides furnishing smart shoppers with a constant variety of real money-saving bargains, the revenues generated enable Amity to carry out its programs, which provide vocational training and other services for some 250 people with disabilities daily.

STORE LOCATIONS

HAMILTON
- 225 King William Street
- 1366 Main Street East
- 604 Concession Street
- 423 Barton Street East

ST. CATHARINES
- 185 Bunting Road

BURLINGTON
- 2014 Victoria Street at Brant, across from Acura

DEPOSIT BOX LOCATIONS

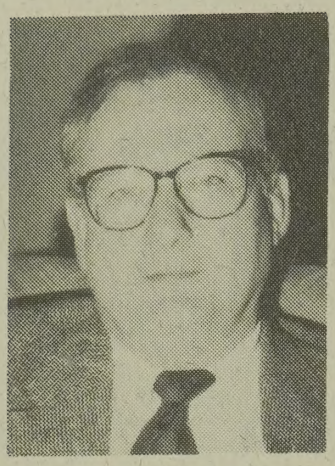
ANCASTER
- Bantam Convenience Store, Fiddler's Green Road/ #403
- Ancaster Plaza - Wilson St. west of Fiddler's Green Road
- Zehr's Plaza - 54 Wilson St. west of Fiddler's Green Road

ALDERSHOT
- A & P - Plains Road and Daryl Drive
- Home Hardware 484 Plains Road East

HAMILTON
- Foodland - Caroline and Herkimer
- Amity Goodwill Industries 225 King William Street
- Amity Store,1366 Main St. E.

ST. CATHARINES
- 185 Bunting Road

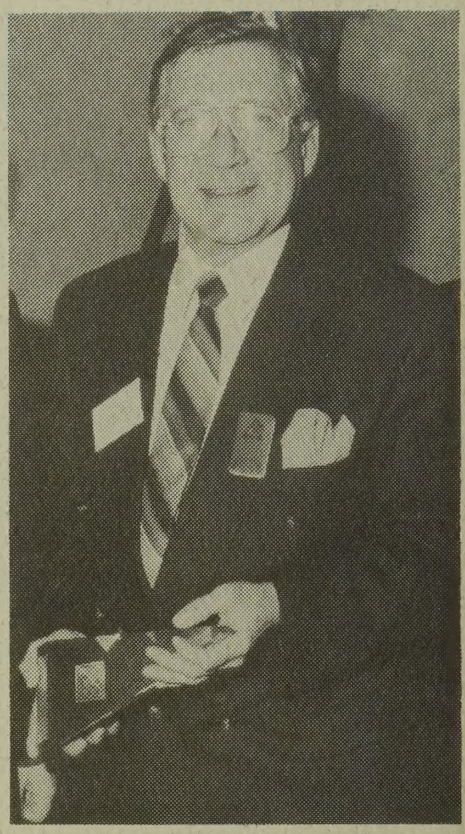
SALES MAKE IT HAPPEN!



BETTY VANDUZER AWARD

The Betty VanDuzer Volunteer of the Year Award is given in memory of the founder of Amity's Volunteer Service Program and recognizes outstanding volunteer service to Amity.

The recipient, **Richard T. Hamel**, is a well-known and respected lawyer who has been an active member of the Board of Directors for over twelve years.



THE ABILITY GROUP

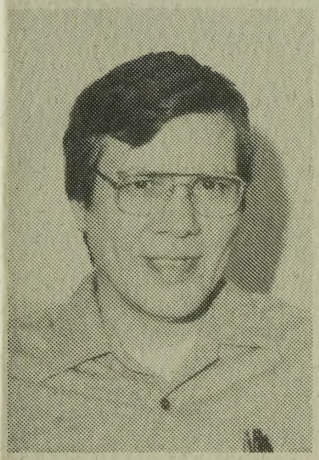
PATH Employment Services, the Ontario March of Dimes and Amity Goodwill Industries are creating a new standard in inter-agency cooperation by forming a service alliance called "The Ability Group" under one roof at 225 King William Street in Hamilton.

The announcement of the alliance and the signing of its commitment was made at Hamilton City Hall on Friday, April 12th, expecting to be fully operational in the Fall of 1991. This new concept will mean that people with any physical, developmental, psychiatric or learning disability will have convenient access at one location to a full range of coordinated services, from vocational assessment to job placement, and follow-up. As well as being more cost effective, it also makes it easier for people with disabilities to discover their potential, develop their skills and find worthwhile employment

AMITY WINS TWO PINNACLE AWARDS

On February 19, 1991, on behalf of Amity, Terry Horne, Amity's Director of Community Relations received two prestigious **Pinnacle Awards**. Given by the Hamilton Chapter of the Canadian Public Relations Society, the first award for the **Best Video 1990** recognized Amity's "I Can Do It" video, written by Ross Robinson, a Board member who is totally blind. The second award was given for **Best External Communications 1990** and recognized Amity's intensive and coordinated public relations program.

AMITY MAKES THE NEWS



FURNESS MEMORIAL

The George L. Furness Memorial Awards are given in memory of a former Board member who passed away in 1990, to any person serving Amity with the dedication and determination so like Mr. Furness.

The Amity worker recipient, Don Shortt, came to Amity in May 1988. Working in our Finance Department, Don is a hard worker and courteous and friendly to all.

The volunteer recipients, Inge and Mike Semianiw, are reliable, capable volunteers who give unselfishly of their time and who are a pleasure to work with.

VOLUNTEERS, A GREAT WAY TO GROW

Our valuable volunteers have a lot to be proud of. They are the resource that helps Amity reach its goals in our community.

Approximately 85 volunteers and 40 community service placements contributed 13,087 hours of volunteer service this year.

Some "Special Needs" volunteers use their experience to move on to our Rehabilitation programs or to job placement. Volunteers are able to help themselves while helping others.

All of this would not be possible without the cooperation of Management, Supervisors, Rehabilitation Staff and other employees.

INDUSTRIAL SUB-CONTRACTS

What do Dofasco, Stelco and Air Canada all have in common?

They all realize the high quality of work performed in Amity's Industrial Sub-Contracts department. Together with competitive prices and a well skilled and trained workforce, our newly expanded department is successfully satisfying its customers.

The Sub-Contract Department consists of 50 disabled adults who assemble, engrave, shrink wrap, collate and hot stamp a variety of products.

JOB TRAINING IN FOOD SERVICES & JANITORIAL SERVICES

The major task of the Janitorial Services and Food Services program is to provide an assessment and training area for sponsored clients to prepare them for outside employment.

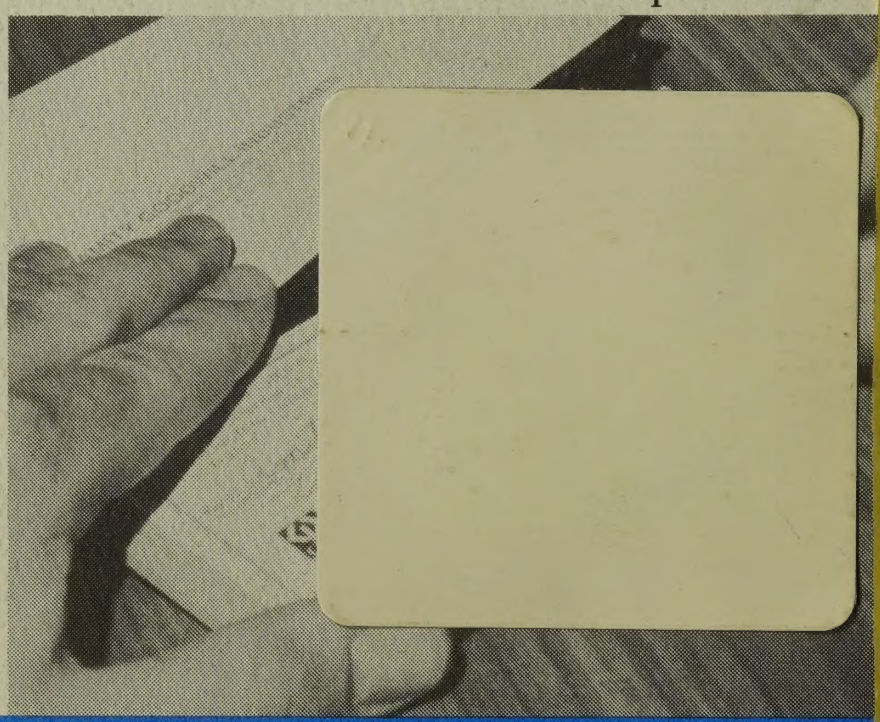
These programs provide in-house cleaning and meal preparation in our cafeteria. Everyone benefits from these programs in some way.

MORE AMITY AT WORK

NEW LIVES START HERE

RECYCLED PAPER

When you donate money or clothing and household items to Amity Goodwill Industries, you help people with disabilities or other special needs learn job skills, find meaningful employment – and start new lives of independence.



PLEASE DONATE TODAY

YES, I WANT TO SHOW **MY** GOODWILL!

Name:_____

Mailing Address: _____

City: _____ Postal Code: _____

Telephone _____

Donation Enclosed: ❑ $100 ❑ $50 ❑ $25 ❑ Other _____

All donations will be promptly acknowledged with a tax deductible receipt.

Mail to: AMITY GOODWILL INDUSTRIES, Development Office
225 King William Street, Hamilton, Ontario L8R 1B1

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